



IVRS Ticket to Work Kaizen Event Report Out

“Ticket Task Force”

March 15-18, 2011

The Opportunity

Keith Hyland

The “Ticket Task Force” Team

Jeff



**Karen Hanley-IVRS, Jeff Haight-IVRS, Janeen Cox-IVRS,
Dawn Trenez-IVRS, Carol Stewart- IVRS, Jyl Huskey-IVRS,
Janice Jensen-IVRS, Mike Rohlf-DED**

Scope

Jyl

- **This event will address the “Ticket to Work” process from the time we identify the client receives SSI and SSDI to when we receive the last ticket to work payment.**

Goals

Jeff

1. Receive 200% more \$ from SSA (from \$500K to \$1.5M)
2. Increase the number of tickets assigned to us to 30%
3. Decrease the amount of claims we “lose” by 50%
4. Maintain accuracy of claims at 80% or more

Objectives

Jan

1. Capture what Karen does
2. Faster process
3. Transfer knowledge to other staff
4. Streamline the process
5. The work is continuing and being handled better
6. Keep the field in mind and communicate to them the changes
7. Automate the process in the future



Objectives

Jan

8. Change the VR request for info form
9. Coordinate better with other agencies (state and federal)
10. Have a clear roadmap to show the agency how to maximize income from these claims
11. Improve communication between bureaus
12. Stay current with policy changes

Kaizen Methodology

Mike Rohlf

- Clear objectives
- Team process
- Tight focus on time
- Quick & simple
- Necessary resources immediately available
- Immediate results (new process designed by end of week)
- 5S “mindset”--use the steps to support the event activities
 - Sort, Set in order, Shine, Standardize, Sustain



Current Process

Karen



LEAN

State of Iowa
Continuous Improvement

Results

Dawn

	OLD (enter below)					301
	App	IPE2	Reimb	Milestone	Total	
# TOTAL STEPS	58	18	89	78	243	38
# VALUE ADDED	8	4	13	16	41	4
% VALUE ADDED (#VA/#Steps)	13.8%	22.2%	14.6%	20.5%	16.9%	10.5%
# DELAYS	6	0	19	9	34	3
TOTAL DELAYS normal process (in minutes)	2580		298560	43920	345060	1920
TOTAL DELAYS worst case (in minutes)	18720	0	731760	171840	922320	69120
LOOP BACKS	0	0	5	3	8	0
HANDOFFS	12	4	10	16	42	2
DECISIONS	6	6	20	12	44	5
TOTAL CYCLE TIME (in minutes)	100	41	325	289	755	46
LEAD TIME (in minutes)	2680	41	432	44209	47362	1966

LEAN

State of Iowa
Continuous Improvement

Brainstorming

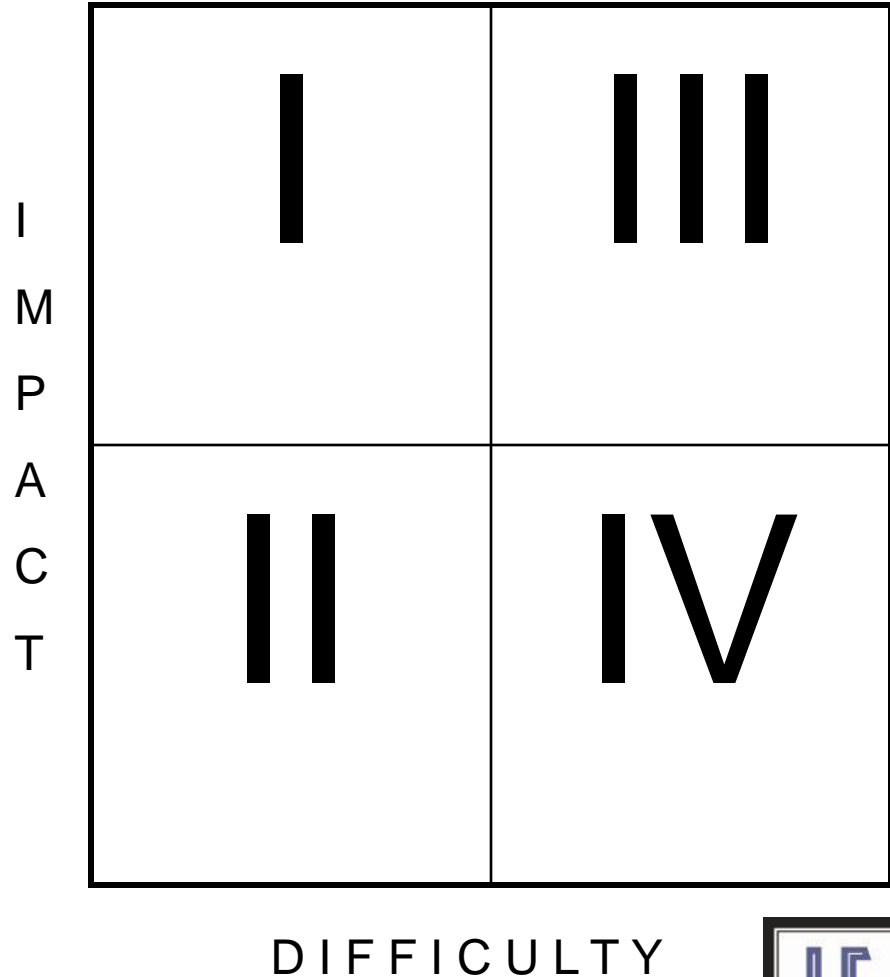
Jyl

- Maximus Portal
- Post Steps of process on intranet
- Improve format of Maximus in use report
- Eliminate handwriting individual forms
- Is original confirmation letter required in file?
If not, do not send.

De-selection Process

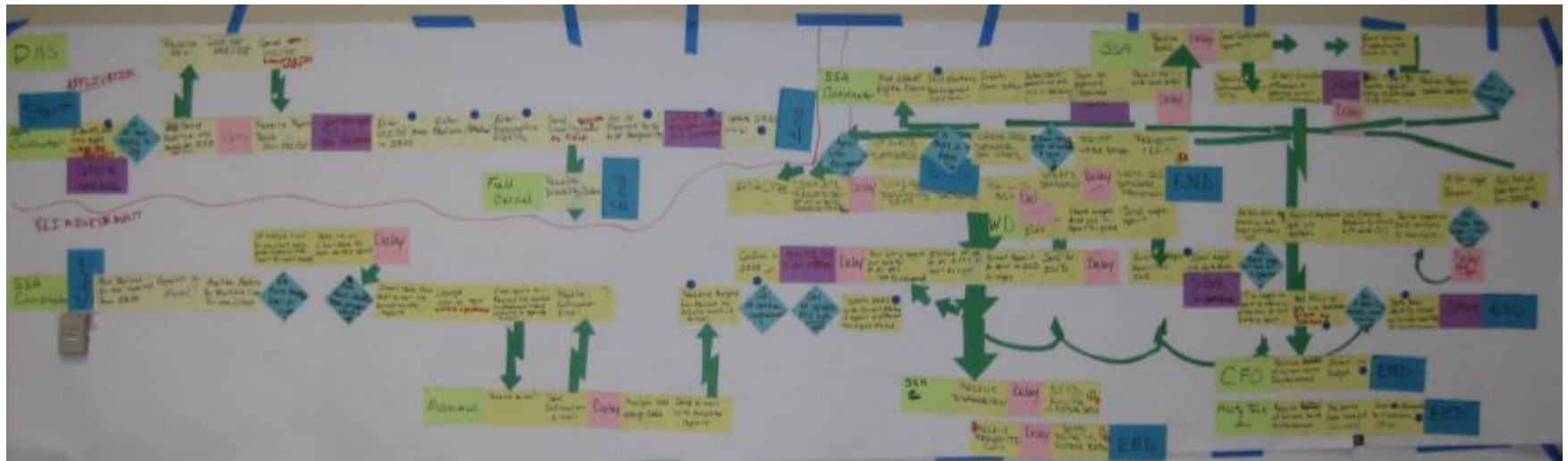
Jyl

- Identifies
 - Impact to customer
 - Difficulty implementing
- Helps to rate/rank solutions to resolve issues while identifying ease of implementation



New Process

Dawn and Jyl



LEAN

State of Iowa
Continuous Improvement

Results

Dawn

	OLD (enter below)					NEW (enter below)					RESULTS (auto calc's)				
	App	IPE2	Reimb	Milestone	Total	App	IPE2	Reimb	Milestone	Total	App	IPE2	Reimb	Milestone	Total
# TOTAL STEPS	58	18	89	78	243	13	17	67	66	163	-77.5%	-5.6%	-24.7%	15.4%	-32.9%
# VALUE ADDED	8	4	13	16	41	7	4	11	11	33					
% VALUE ADDED (#VA/#Steps)	13.8%	22.2%	14.5%	20.5%	16.9%	53.8%	23.5%	16.3%	16.7%	20.2%	290.4%	5.9%	12.4%	-18.8%	20.0%
# DELAYS	6	0	19	9	34	1	0	13	7	21	-83.3%		-31.6%	-22.2%	-38.2%
TOTAL DELAYS normal process (in minutes)	2580	0	298560	43920	949080	1440	0	120960	28320	150720	-44.2%		-99.5%	-35.5%	-56.3%
TOTAL DELAYS worst case (in minutes)	18720	0	731760	171840	922320	1440	0	483840	69840	555120	-92.3%		-33.9%	-59.4%	-39.8%
LOOP-BACKS	0	0	5	3	8	0	0	4	2	6			-20.0%	-93.3%	-25.0%
HANDOFFS	12	4	10	16	42	3	4	10	10	27	-75.0%	0.0%	0.0%	-37.5%	-35.7%
DECISIONS	6	5	20	12	43	1	6	11	11	29	-83.3%	0.0%	-45.0%	-8.3%	-34.1%
TOTAL CYCLE TIME (in minutes)	100	41	325	289	755	36	41	241	253	571	-64.0%	0.0%	-25.8%	-12.5%	-24.4%
LEAD TIME (in minutes)	2680	41	832	44209	47362	1476	41		28513	30090	-44.8%	0.0%		-35.4%	-96.5%

LEAN

State of Iowa
Continuous Improvement

Homework

Jeff

Improvements/ Action Item	Implementation/Communication Plan	Person Responsible	Due Date
Research Gantt Chart	Research GANTT chart to know how it works	Carol	15-Apr
	Create GANTT chart to know when deadlines are	Karen, Jyl	
Maximus Portal	Check ticket assignability-verify we can check it	Dawn	24-May
	Remove Delays-what will the portal do for us to remove	Dawn	24-May
	Check reports-what reports are available	Dawn	24-May
	Check on payment status-can we do this on portal	Dawn	24-May
	5 IVRS staff can access Maximus Portal	Jan	15-Apr
	Explore other benefits-What else will the portal do?	Dawn	24-May
Communication	eliminate non-value emails-check w/ field	Janeen	15-Apr
	post steps of processes on intranet-1365, etc.	Jeff	15-Apr
	establish RSB/ASB Communication TTW	Janeen	15-Apr
	Electronically transfer claims to Maximus	Dawn	24-May
IWD Wage Info	Get current Contact	Jeff	15-Apr
	Research completing access to data through batch process	Jeff	15-Apr
	Data mining	Jeff	15-Apr
	28-0 Closures employed	Jeff	15-Apr

Team Member Experience

- Jeff
- Jyl
- Dawn

LEAN

State of Iowa
Continuous Improvement

Comments

- Mike Rohlf, DED

LEAN

State of Iowa
Continuous Improvement

**We welcome your
questions and comments!**

